



Change Form Policy

Change in type of rating: Providers who have chosen one type of rating (automated, technical or formal) and would like to change the type of rating they receive (from automated to technical, technical to automated, formal to automated or formal to technical) must fill out the YoungStar Change form. If the provider requests to change the type of rating they receive, and it is **within 140 days of the provider's anniversary date** (the date the provider was first given a rating in YoungStar), the provider is **not eligible** for a rating type change. If they request a formal rating, they will fill out the Formal Rating Request form as they have been doing. These forms will be given to the providers by the Regional Office staff (administrative or Technical Consultants) and returned to the staff who will enter these forms into the system as they have in the past.

For providers whose education or training qualifications have changed enough to change their star level: Provider or director should update their Program Profiles to reflect the new education or training or new staff members. Every Thursday night, a batch will run in case management and, if the education/training has changed enough to move the provider up or down a star level, the provider's new rating will show up as "pending" in case management. This will be in the "Reports" section under "Pending Ratings" (circled in green below).

A screenshot of a web application interface titled "Case Management Report". The interface has a header bar with "Home > Case Management Report" and a sub-header "Case Management Report". Below this is a section titled "Report Criteria" with two dropdown menus: "Counties To Include In Case Management Report" (listing Adams, Ashland, Barron, Bayfield, Brown, and Buffalo counties) and "Users To Include In Workload Report" (listing several names). A "Search >" button is below these menus. Below the search criteria is a section titled "Pending Ratings" which is circled in green. This section contains a table with the following data:

Rating Date	Provider #	Location #	County	Provider Name	Assigned To	
06/23/2011	5000584325	001	Kenosha County	Polliwogs And Caterpillars Ltd	Davis, Corinne	View/Modify

Below the table is a section titled "Unassigned Cases".

The case will not be assigned to anyone so one person from each Regional Office must check this queue weekly to see if any providers for their service area has a pending rating. If the person from the Regional Office finds a case that has previously been in the caseload of one of their TCs, the person will assign the case to the original TC. The TC will then be responsible for following up with that provider and letting the provider know that the rating is changing. Nothing needs to be signed by the provider acknowledging the new rating, the TC will just enter case notes saying he or she contacted the provider. The TC will also have to approve the new rating after contacting the provider.

Timeline: The TC must contact the provider within two weeks of the date the rating appears as pending. If the provider does not respond to the contact, the TC will attempt to contact the provider three additional times (for a

total of four attempts) over the next two weeks by varied means, documenting each attempt in the case notes. The fourth attempt should be a registered letter to the provider telling them one of two things:

- A) The educational qualifications of the program have increased enough to move the rating up. The program needs to contact the Regional Office to confirm this; or
- B) The educational qualifications of the program have decreased enough to decrease the program's star rating. The program's rating will be changed in one week. The provider can contact the Regional Office if they want to discuss this or think there has been a mistake.

If the provider does not respond, the Department and the Consortium hold no responsibility for loss of Wisconsin Shares payment due to a decrease in YoungStar rating.

Providers are only entitled to one rating per year. **If a provider's training or education increases or decreases between annual YoungStar ratings, a change to the provider's YoungStar rating may be made as a courtesy to providers. It is not a right of the provider to have his or her YoungStar rating changed outside of the annual rating, even if education or training levels change.** After July 1, 2012, Wisconsin Shares payments will be tied to reimbursement beginning the day the rating is published on the public website. They are not entitled to backpayment of Wisconsin Shares.

Example 1: Sue is a family child care provider in Dane County and she has 9 credits and is working toward an Infant/Toddler Credential but is not there yet. She worked with Gina from 4-C in Madison to do a self-assessment with a QIP; she has a budget and is on CACFP for 4 points in YS. She also earned 4 other optional points. She receives her two-star rating in June with a total of 11 points.

In December, she finishes her Infant/Toddler Credential and updates her Program Profile in The Registry. Case management pulls information from The Registry on the Thursday after Sue's information is verified by The Registry. The case management system sees Sue has the Infant/Toddler Credential. So, she has met the minimum education level for three-star plus she has earned 12 total points in YS. Case management generates a new "pending" rating for Sue. This pending rating shows up under the Reports section in case management.

The following Monday, Kirsten at 4-C Madison checks the pending queue and see that Sue has a pending rating and that Gina was Sue's original TC. Kirsten assigns the case to Gina. Gina calls Sue and lets Sue know that the rating is changing in YoungStar. Then, Gina goes into case management and approves the new rating. Once approved, the new rating will replace the old one on the public website.

Example 2: Tina is a group child care center director with four lead teachers. They were assigned a two-star rating in August 2011 because they met all the education and training qualifications to be a three star, they participate in CACFP and they have a budget but they only earned 9 total points—not enough to move to the three-star level. Then, in December 2011, they integrate 60 minutes of physical activity and individual child portfolios. This would earn them the two additional points they needed to become a three-star provider. However, the center's rating WILL NOT change until their next annual rating in August 2012 because the Technical Consultant will only come back out to the program to verify these points on an annual basis. At the August 2012 annual rating, the Technical Consultant will verify the new points and the center would likely move to a three-star rating.